

## **CARES & Other Systems Projects Implementation Schedule as of: 7/13/05**

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### **June 2005**

- **SeniorCare Workload Reduction** – Several CARES changes to help reduce workload and errors have been identified. Implemented in June will be:
  - Automation of the manual worker generated letters currently being produced and mailed via the CAPO
- **CWW 1.3 Production Fixes/Enhancements/Changes** - Several changes will be implemented in June in time for the training of workers in the first CWW Implementation roll-out region. These include:
  - Enhancements to the Dynalist functionality to make it more intuitive
  - Ability for worker to automatically create converse joint asset records
  - Replacement of multiple iterations of end-dated records with the corresponding Summary Page to streamline workflow
  - Temporary PIN will no longer display on “Select other HH Members” page as this caused confusion
  - Addition of question to the Case Information page regarding use of ACCESS
  - A history of alternate addresses
  - The application Registration form has been revised
  - An information message is being added to “warn” workers when program requests dates need to be updated to prevent the “9 months live” error message
- **Mass Change for MA Spousal Impoverishment** – A mass change is scheduled for the first weekend in June. This mass change will apply FPL changes to MA Spousal Impoverishment cases.
- **Long-Term Care Functional Screen will begin using MCI** – The Master Customer Index replaced CARES stand-alone databases against which individuals are “cleared”, i.e., had their identities established in CARES.
- **Review Date Problems** - There are multiple review date problems in CARES. This project will combine work for both the FS and MA areas. Key FS related problems which will be fixed in this project include:
  - Review date improperly set at an intra-county transfer (FS & MA)
  - Review issues with TFS and Review Date overrides by ESS (AGOR)

### **July 2005**

- **Updates to the SeniorCare Pre-Printed Renewal Application** - This project will implement identified changes to the Pre-Printed Renewal Application (PPRA) instructions. These updates will be made in time for the first large mailing of these and are intended to reduce common errors SC participant make when completing the form.
- **MA Review Date Problems** – As follow-up to June review date problems, this work will address MA review date problems. Issues with back-dated MA previously setting review date too soon will be fixed and NS failure will now build MAPP correctly.
- **ACCESS version 2.1 Implementation of Medicare Part D Logic** - The ACCESS web-based self-assessment tool was first implemented in August 2004. This project will add a determination for Medicare Part D and Low-Income Subsidy to this tool.

- **ECF Pilot in Milwaukee County begins** - [Bob Martin, Manager]
- **CWW Performance Focused Enhancements** – Changes implemented to CWW in July will be behind the scenes. Fixes to System Errors and performance will be addressed. Noticeable changes will include modification to the SMRF and Review drivers to schedule only summary pages for the individual demographics.
- **MA Interest Income** – Most interest and dividend income will be excluded for EBD Medicaid eligibility and post-eligibility determinations effective July 01, 2004. The worker will make the decision to count or exclude the income. Two new types of interest income to CARES, one for Family MA and one for EBD MA.
- **Rollout #1 of CARES Worker Web implementation** will begin on July 6<sup>th</sup> in the West and southwest portion of the state. Implementation will then continue clockwise around the state. This first southwest group will include the following counties:
  - Eau Claire
  - Etc.

#### **August 2005**

- **MA 2<sup>nd</sup> party review will be implemented** to the counties. In this project, the State will pre-select cases to be reviewed, as currently done for FS 2<sup>nd</sup> party reviews. These will be loaded to IMQA for county processing (an Ops Memo is forthcoming on this). The IMQA system will have new screens and functionality added.
- **Additional updates to the SeniorCare Pre-Printed Renewal Application** - This project will implement additional changes to the Pre-Printed Renewal Application (PPRA) instructions. These will include updates to formatting, layout and font. These updates will be made in time for the second large mailing of these in August and are intended to render the instruction more clear.
- **Long-Term Care Functional Screen to send LOC information to CARES** – The LTC will begin to send updated LOC information to CARES at the LTC functional eligibility review.
- **ACCESS version 3.0 Implementation of Query Tool** - This tool will allow the customer who is a participant in food stamps, Medicaid or Caretaker Supplement to use a system-assigned user ID and password to access the data about their case (extracted from CARES).
- **Addition of FAX number to EVF forms** – With this change, employers will have the option of FAXing the completed EVF forms directly to the central scanning operation. In order to accommodate this additional language, and to increase the font size of specific text (per OSF request) the scanning templates will need to be changed as well.
- **Rollout #2 of CARES Worker Web implementation** is scheduled for the northern region of counties on August 1<sup>st</sup>. This group will include the following counties:
  - Ashland
  - Etc.

**September 2005**

- **Food Stamp Federal Poverty Level Conversion** - In September of each year, we update the shelter standard, allotments, 130% FPL test limits and, sometimes, the standard deduction. This year's mass change will include an update to the Standard Utility Allowance over and above FPL changes. This mass change usually occurs the first weekend in September.
- **Rollout #3 of CARES Worker Web implementation** is scheduled for the Eastern region of counties on September 6<sup>th</sup>. This group will include the following counties:
  - Outagamie
  - Etc.

**October 2005**

- **Eliminate MA Grace Month/ CARES Generated Pre-printed Review Form**– The eligibility grace month will be eliminated for all Medicaid programs. This will require updates to all eligibility processes (SFU and EDBC) as well as batch eligibility. This will also impact the MMIS interface. Included in this project will be a pre-printed review form to be produced out of CARES for all MA only cases.
- **SeniorCare Benefit Recovery** - The changes in this project will allow SeniorCare workers to enter and track SeniorCare benefit over-payments due to misstatement or omission of fact by the participant, establish a claim, and track recovery.
- **IMQA Support for the PERM project** – The PERM Pilot (currently in process) is not utilizing the functionality of the IMQA system, but the IMQA will be used during the program itself. A stand-alone module is proposed to be added to the IMQA system for this.
- **IMQA Timeliness Project** - This consists of adding new data elements to the IMQA showing the timeliness of the QC review as well as reasons for untimeliness when the review was not done timely. These new data elements are planned to be available to both the QC module as well as the FS 2nd party review module. A report is also being developed that will be submitted to FNS.
- **Rollout #4 of CARES Worker Web implementation** is scheduled for southeastern region of counties on October 3<sup>rd</sup>. This group will tentatively include the following counties:
  - Milwaukee
  - Etc.

**November 2005**

- **Re-engineering of the Milwaukee Change Reporting Center (CRC)** – This project is intended to streamline the change reporting process in Milwaukee. It includes the creation of a verification tracking database. This will allow the proposed verification center to collect, image, and act on all verifications which result from changes reported to the change center. This would replace the manual Lotus Notes database which Milwaukee currently uses.

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- **Enhancement of Child Support data exchange** is scheduled for implementation during November 2005. These enhancements will reduce worker workload by eliminating the need to interpret data sent from KIDS (State Child Support system). A new screen will display data currently received from KIDS in a different format. This is a Payment Accuracy initiative.
- **SeniorCare Workload Reduction and Payment Accuracy** – Multiple enhancements and updates are planned to be implemented after the renewal workload has decreased. These include:
  - Scheduling of Data Exchange screens during SC eligibility driver flow (as is currently done for county cases)
  - Additional enhancements to Address Discrepancy logic
  - Identification of companion case number
  - Enhancements to allow the eligibility worker to more easily compare income reported at the current review to income reported at the initial SeniorCare application of prior review
  - An Income verification enhancement will allow CAPO Eligibility workers to pend a case for income verification, request income verification, and deny the app/renewal app for failure to verify income
  - A revamp of SC Client notification
- **CWW 1.4** – Enhancements to CWW will be implemented in November. These enhancements will include:
  - MA Asset Assessment
  - Eligibility query pages (“AQ” screens)
  - Display of “Associated Case” on the RFA Summary page
  - Change in menu item from “Mainframe Access” to “CARES Mainframe Access”
  - Changes to the Absent Parent page to make it more user friendly

### **December 2005**

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.

### **January 2006**

- **SSI/FS Combined Application Project** - In coordination with FNS and SSA, Wisconsin is exploring a demonstration project to provide a streamlined, centralized application process for FoodShare (FS) eligibility to Wisconsin SSI recipients. This project would increase the participation in the FS program of low-income elderly and disabled persons.
- **Addition of CWW Non-Core Users** – Implementation of CWW access for non-core users is anticipated to begin in January 2006. This will begin after full implementation of CWW to workers with eligibility related update access to CR and AE which is expected to be completed by the end of December 2005.

### **February 2006**

### **March 2006**

- **ACCESS version 3.1 Implementation of On-line Application** - This tool will allow individuals to apply for FS and MA through the internet. MA only applications will be sent to the worker's CARES in-box where the worker can 'pull' the data into CARES where it will be auto-populated. Eligibility can then be run and confirmed.
- **CARES Worker Web 2.0 – Mail-In Applications:** Web pages will be built in the In-Box subsystem of CARES that will mirror mail-in application forms in layout to facilitate entry. Once entered, this information can then be auto-populated into CWW.
- **FPL Mass Change** – This annual Mass Change updates all open and recently closed MA cases applying to them the new Federal Poverty Levels.

### **April 2006**

### **May 2006**

- **CARES Worker Web 2.1** – This CWW project will include the screens for processing SeniorCare applications & Renewals, worker alerts, data exchange, inter and intra county transfers, and MMIS pages. Also proposed is the inclusion of the "Worker Dashboard" which will facilitate alerts management, etc.
- **ACCESS version 3.2 Change Reporting Tool** - This function will allow the MA, FS or CTS participant to report changes on their case directly to their worker. The changes will be sent to the worker or change center in-box where the data can be pulled into CARES and the change processed.